

Abdelrahman Abdelgawad

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Education

<i>Master of Science (M.S.) in Computer Science</i> Georgia Institute of Technology Specialization in Computational Perception and Robotics	May 2028
<i>Bachelor of Science (B.S.) in Computer Science</i> Pennsylvania State University Minor in Mathematics, Minor in Cybersecurity Foundations	May 2024

Experience

<i>Professional Service Consultant</i> Bright Brains IT/Nexthink	Brooklyn, NY June 2025 – Present
• Configure, customize, and deploy Nexthink DEX (Digital Employee Experience) solutions for business clients, ensuring optimal system performance and scalability. • Develop collectors and automation workflows to integrate Nexthink with ITSM platforms, streamlining incident detection, and improve endpoint monitoring. • Analyze large-scale endpoint and user experience data, building queries and dashboards that surface actionable insights for IT teams. • Troubleshoot technical issues across distributed environments, collaborating with engineering teams to resolve configuration and compatibility challenges. • Support continuous improvement by testing new product features, validating integrations, and documenting technical solutions for client environments.	
<i>Property Manager</i> VRBO/Airbnb	Remote November 2024 – Present
• Oversee day-to-day operations for 2 short-term rental cabins, managing 10+ guest stays per month and ensuring seamless check-in, check-out, and property readiness. • Designed and implemented communication templates, improving response time and consistency across 100% of guest interactions. • Coordinated logistics between guests, cleaning crews, and maintenance teams, resulting in 4.9+ average guest ratings across platforms. • Managed operational expenses, tracked inventory, and ordered supplies, maintaining efficient budgeting and resource allocation for property upkeep.	
<i>Undergraduate Research Assistant</i> Pennsylvania State University	University Park, PA January 2024 – May 2024
• Collaborated with the professor and teaching assistants on a research paper focused on training visual transformers using machine learning, exploring their mathematical foundations and practical applications. • Wrote lecture-based questions to enhance student understanding, incorporated them into textbook chapters, and ensured clarity in presenting complex mathematical concepts. • Authored and reviewed sections of the textbook on advanced topics such as convolutional neural networks, gradient descent, and image classification using MNIST and Fashion-MNIST datasets. • Reviewed and refined mathematical concepts, equations, and linear algebra applications to ensure technical accuracy and clear presentation in research and teaching materials.	

Skills

• Java (Proficient) • Python (Proficient) • SQL (Proficient) • C, C++ (Intermediate) • Linux (Intermediate) • Git (Intermediate)	• HTML, CSS (Intermediate) • JavaScript (Intermediate) • React (Familiar) • NoSQL (Familiar) • Microsoft Office Specialist Master Certification (2019)
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